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PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>TRANSMITTAL LETTER</u></b>
Filed: July 31, 2003	)	162 N. Wolfe Road
For: <b>CONTACT CENTER</b>	)	Sunnyvale, CA 94086
<b>ARCHITECTURE</b>	)	(408) 530-9700
	)	Customer No.: 28960

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

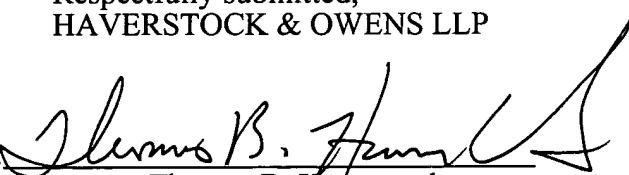
Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5-7-04

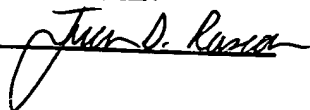
By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 5-7-04 By: 



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Attorney Docket No.: NUASI-00101

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In re Application of:	)	Group Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>CERTIFICATION FOR</u></b>
Filed: July 31, 2003	)	<b><u>SUPPLEMENTAL INFORMATION</u></b>
For: <b>CONTACT CENTER</b>	)	<b><u>DISCLOSURE STATEMENT UNDER 37</u></b>
<b>ARCHITECTURE</b>	)	<b><u>CFR § 1.97(e)</u></b>
	)	162 North Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700
	)	Customer No. 28960

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

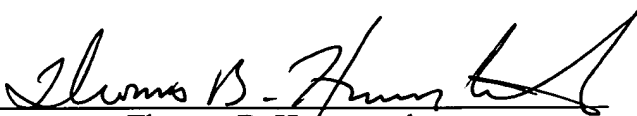
I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited within a Official Action mailed on April 7, 2004. **Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)**

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5-7-04

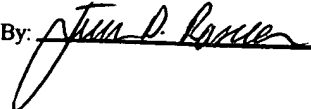
By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.

Date: 5-7-04 By: 



Attorney Docket No.: PATENT  
NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit:

) Examiner:

) **SUPPLEMENTAL INFORMATION**  
) **DISCLOSURE STATEMENT**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 5,459,780;
- U.S. Patent No. 6,611,590 B1;
- U.S. Patent No. 6,577,726 B1;
- U.S. Patent No. 6,678,718 B1; and
- U.S. Publication No. 2002/0071541 A1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 5-7-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

**CERTIFICATE OF MAILING (37 CFR § 1.8(a))**

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HAVERSTOCK & OWENS LLP.

Date: 5-7-04 By: John D. Rasmussen

FORM PTO-1449  
(Modified)U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: 07/31/03

Group Art Unit: 2661

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	5,459,780	10/17/95	Sand	379	265	01/31/94
	AB	6,611,590 B1	08/26/03	Lu et al.	379	265.09	09/29/99
	AC	6,577,726 B1	06/10/03	Huang et al.	379	265.02	03/31/00
	AD	6,678,718 B1	01/13/04	Khoury et al.	709	204	08/29/97
	AE	US2002/0071541 A1	06/13/02	Cheung et al.	379	215.01	12/12/00
	AF						
	AG						
	AH						
	AI						
	AJ						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.